May Seminar: Public Advertisement

Join Us at the May Seminar: Revolutionizing Retail Insurance with AI and ML Innovations

Date: May 9th and 10th, 2024
Location: Sankara Hotel, Westlands, Nairobi

Explore the transformative power of Artificial Intelligence (AI) and Machine Learning (ML) at our upcoming seminar. This pivotal event, organized by CVPAI in close collaboration with the Association of Kenyan Insurers (AKI), is designed to reshape the landscape of retail and micro-insurance through cutting-edge technology.

Why Attend?

- **Insightful Discussions:** Learn from industry leaders such as Charles Luo of Deloitte, Pieter Prickaerts of CarePay, and representatives from global tech giants like Google, Amazon AWS, and Microsoft, who will share groundbreaking strategies and innovations in AI-driven insurance solutions.

- **Interactive Sessions:** Participate in workshops and panel discussions to enhance your understanding of AI/ML's role in insurance, from product innovation to operational efficiency.

- **Networking Opportunities:** Connect with C-suite executives, industry innovators, and technology experts in a dynamic environment designed to foster collaboration and knowledge exchange.

- **Innovative Demonstrations:** Experience firsthand the capabilities of GenAI agents and witness the live finale of the AKI AI Innovation Challenge, where finalists will showcase their AI-driven solutions.

Highlights:

- **Keynote Addresses and Deep Dives:** Gain strategic insights into AI/ML applications that are redefining insurance processes and enhancing customer experiences.

- **AI Innovation Challenge:** See how teams use ChatGPT-4 to transform a provided dataset into innovative solutions that enhance insurance accessibility, efficiency, and personalization.

- **Expert Panels and Workshops:** Engage with panels featuring top-tier tech leaders from Safaricom, Google, Amazon AWS, and Microsoft, who will discuss the technological infrastructure supporting AI and ML initiatives.

Whether you're a seasoned insurance professional or a tech enthusiast eager to explore the latest trends, this seminar offers valuable perspectives and tools to help you navigate the future of insurance. Equip yourself with the knowledge and connections needed to lead in the AI revolution.

Reserve your spot now and be part of shaping the future of retail insurance with AI and ML!

Day 1: AI/ML Innovation in Retail Insurance Products

Session Time	Session Type and Heading	Summary	Participants
8:00 AM – 8:30 AM	Opening Remarks	AKI representative introduces the seminar's focus on retail insurance, setting the tone for the day.	MC: Nancy Akech, AKPIA Representative from AKI
8:30 AM - 9:15 AM	**Keynote Address:** Leveraging AI/ML for Retail Insurance Product Innovation	Discussion on AI/ML's transformative impact on retail insurance products, emphasizing micro-insurance and parametric insurance.	SPEAKER: Charles Luo, Partner Deloitte
9:15 AM - 10:00 AM	**Panel Discussion:** Operational Excellence through AI/ML	Discussion on AI/ML integration in retail insurance operations for efficiency, including micro-insurance case study.	MODERATOR: Ayisi Makatiani, CVPAI PANELIST: 1. Catherine Muraga, Microsoft 2. Ann Manyara, Jubilee 3. Beatrice Hiuhiu, Heritage 4. Saurabh Sharma, Britam
10:00 AM - 10:20 AM	Coffee Break and Networking		
10:20 AM - 11:20 AM	**Interactive Workshop:** AI/ML Readiness for Retail Insurance Teams	Session assessing readiness for AI/ML adoption in retail and micro-insurance, featuring breakout groups or case studies.	SPEAKERS: 1. Kizito Makatiani, CVPAI 2. Thomas Thuku, Turnkey Africa
11:20 AM – 12:00 PM	**Live Demo/Case Study:** Revolutionizing Customer Interactions with GenAI Agents	Discover how CVPAI Consulting's GenAI Agents are transforming policy renewals and client service in retail and life insurance through live, innovative demonstrations.	SPEAKER/PRESENTER: • Kizito Makatiani/Sharon Nderi -CVPAI
12:00 PM - 12:30 PM	**AKI Presentation:** Innovating Insurance: AI-Driven Transformation in	Explore AKI's implementation of AI to transform claims processing and customer service, enhancing efficiency, accuracy, and	SPEAKER/PRESENTER: 1. Brettah Muthuri, AKI

	Claims Processing & Customer Engagement	user engagement through advanced automation and conversational platforms.	
12:30PM – 2:00 PM	**LUNCH**		
2:00 PM - 2:45 PM	**Masterclass:** Data-Driven Decision Making in Retail Insurance	Emphasizing data's role in strategic decisions across retail insurance, with insights from retail insurance data analytics.	**EXPERT & PRESENTER**: Charlotte Kepadisa, Safaricom.
2:45 PM - 3:45 PM	**Roundtable Panel:** Navigating the AI/ML Landscape	Broad discussion on AI/ML adoption challenges and opportunities, including healthcare as a key sector.	**MODERATOR**: Ezekiel Macharia, Kenbright **PANELISTS**: 1. Pieter Prickaerts, CarePay/M-Tiba 2. Catherine Bosire, Wingspan Consultants 3. Justine Kosgei, AAR Insurance 4. David Muiruri, Minet, (TBC)
3:45 PM – 4:30 PM	**Industry Leaders Panel:** Infrastructure Foundations for AI/ML in Retail Insurance	Dive into the technological backbone that supports AI and ML initiatives in the insurance sector. This session explores the critical infrastructure needed to successfully implement AI and ML technologies.	**MODERATOR**: Moses Kemibaro **PANELISTS:** 1. Jack Ngare (Google) 2. Alfred Mukudu (Amazon AWS) 3. Huawei
4:35 PM - 5:20 PM	**Solutions Forum:** AI/ML Applications in Revolutionizing Retail Insurance	This session showcases how AI and ML are transforming the insurance landscape by improving customer experiences, enhancing policy customization, and streamlining claims processing.	**MODERATOR**: Moses Kemibaro, Dot Savvy **PANELISTS:** 1. Charlotte Kepadisa, Safaricom 2. Bente Krogmann, MTek 3. Harrison Muiru, Smart Application 4. Martin Kiarie, SolvIT.co.ke
5:00 PM	Networking Cocktails		

Day 2: Operational Excellence and Strategic Implementation in Retail Insurance

Session Time	Session Type and Heading	Summary	Participants
8:00 AM - 8:45 AM	**Deep Dive Session:** Revolutionizing Claims Processing with AI: The CarePay Transformation	Explore CarePay's transformative approach to health insurance, which dramatically reduced claims approval times from 77 days to just 3 days.	SPEAKER: 1. Pieter Prickaerts, CarePay/M-Tiba
8:45 AM - 9:30 AM	**Interactive Session:** AI/ML in Retail Insurance Operations	Discussing best practices and common pitfalls in operationalizing AI/ML in retail insurance.	SPEAKER: 1. Kizito Makatiani, Turnkey Africa
9:30 AM – 10:00 AM	Coffee Break and Networking		
10:00 AM - 10:45 AM	**Workshop:** Developing an AI/ML Implementation Plan for Retail Insurance	Drafting or refining AI/ML strategies for retail and micro-insurance.	SPEAKER & PRESENTER: 1. Tom Thuku, Turnkey Africa
10:45 AM – 12:00 PM	**AKI AI Innovation Challenge:** Transforming Insurance with Data and AI	Participants analyze a provided dataset with ChatGPT-4, proposing AI-driven solutions to enhance insurance accessibility, efficiency and personalization.	MODERATOR: Elias Omondi, FSD Africa (CHAIR) JUDGES: 1. Juan Diego Martin, BFA Global 2. Ezekiel Macharia, Kenbright 3. Njeri Wagacha, Cliffe Dekker Hofmeyr 4. EAVCA – C. Maina/Jackylne Iminza
12:00 PM – 12:15 PM	**Closing Session:** From Seminar to Action	Encouraging implementation of seminar insights for retail and micro-insurance innovations.	SPEAKER: 1. Kizito Makatiani, CVPAI
12:15 PM - 12:30 PM	**Closing Remarks** and Certificates Distribution	Summarizing the seminar and acknowledging participants' engagement in driving AI/ML in retail insurance.	Representative from AKI